

## LISTING OF THE CLAIMS

The following listing, if entered, replaces all prior versions of the claims in the present application.

1. (Currently Amended) A method **for communicating**, comprising:
  - obtaining an event communicated to a communication server via an incoming communication channel of a plurality of communication channels, wherein the communication server is communicatively coupled to the plurality of communication channels via a plurality of channel drivers,
  - the communication server instantiates a client object,
  - the communication server is capable of communicating with the plurality of communication channels of different media types,**
  - a channel driver of the plurality of channel drivers instantiates a driver object,
  - the driver object instantiates a service object wherein
    - the service object is specific to a first media type,
  - the service object communicates with the client object,
  - each communication channel of the **plurality of** communication channels has a media type,
  - at least two communication channels of the **plurality of** communication channels have different media types, and
  - the event corresponds to a work item available via the incoming communication channel;

providing a notification of the work item **to an agent** via a **single** user interface, wherein the **single** user interface comprises a web browser,

**the single user interface is independent of the media type of the communication channel, and**

**the single user interface is configured to enable the agent to work using the plurality of communication channels;**

receiving an activation of a work item object of the **single** user interface, wherein the work item object is associated with the work item,

the activation of the work item object is associated with selecting one  
communication channel of the plurality of communication channels, and  
the work item object is activated by ~~an~~ the agent;  
identifying one or more parameters necessary for a command, wherein  
the command is associated with the activation of the work item object, and  
the identifying the one or more parameters comprises the communication server  
accessing a command parameter table;  
identifying the channel driver, wherein  
the channel driver is configured to execute the command,  
the identifying the channel driver comprises the communication server accessing  
a command table, and  
the command table specifies a command identifier and the ~~[[a]]~~ channel driver;  
and  
causing the channel driver to issue the command from the communication server to an  
outgoing communication channel of the plurality of communication channels.

2. (Original) The method of claim 1 wherein  
the incoming communication channel and the outgoing communication channel are the  
same.

3. (Original) The method of claim 1 further comprising:  
performing the command, wherein the command is performed by the outgoing  
communication channel.

4. (Original) The method of claim 1 wherein  
the providing the notification includes providing the notification in real time with the  
obtaining the event.

5. (Currently Amended) The method of claim 1 wherein  
the providing the notification includes invoking a notification module of the single user  
interface.

6. (Original) The method of claim 1 wherein the activation of the work item object is associated with an accept work item command.

7. (Original) The method of claim 1 wherein the activation of the work item object is associated with a release work item command.

8. (Previously Presented) The method of claim 1 further comprising: sending the command to the channel driver.

9. **(Currently Amended)** The method of claim 8 wherein the sending the command to the channel driver comprises obtaining the command from the single user interface by a communication server, wherein the communication server sends the command to the channel driver.

10. (Previously Presented) The method of claim 1 wherein the sending the command comprises sending the command to the channel driver for the incoming communication channel if the incoming communication channel and the outgoing communication channel are the same.

11-12. Cancelled

13. **(Currently Amended)** A method for communicating from a customer to an agent at a customer support center comprising:

~~obtaining an event communicated to~~ communicating an event caused by the

customer to a communication server via an incoming communication channel of a plurality of communication channels, wherein

the communication server is communicatively coupled to the plurality of

communication channels via a plurality of channel drivers,

the communication server instantiates a client object,

a channel driver of the plurality of channel drivers instantiates a driver object,

the driver object instantiates a service object wherein

the service object is specific to a ~~first~~ media type,

the service object communicates with the client object,  
 each communication channel of the communication channels has a media type,  
 and  
 at least two of the communication channels have different media types;  
 providing a media-independent notification of the event to the agent via ~~the~~ a single  
 user interface, wherein  
~~the user interface comprises a web browser,~~  
the single user interface is configured to enable the agent to work using the  
plurality of communication channels;  
~~the agent activating receiving an activation of~~ a command ~~object of from~~ the single  
 user interface[[,]]; ~~wherein~~  
~~the activation of the command object is received from one communication~~  
~~channel of the plurality of communication channels, and~~  
~~the command object is activated by an agent;~~  
~~identifying one or more parameters necessary for a command associated with the~~  
~~activation of the command object, wherein~~  
~~the identifying the one or more parameters comprises the communication~~  
~~server accessing a command parameter table;~~  
 identifying the channel driver, wherein  
 the channel driver is configured to execute the command, and  
 the identifying the channel driver comprises the communication server accessing  
 a command table, and  
 the command table specifies a command identifier and ~~[[a]]~~ the channel driver;  
 and  
 causing the channel driver to issue the command from the communication server to an  
 outgoing communication channel of the plurality of communication channels.

14-16. Cancelled

17. **(Currently Amended)** A computer program product comprising:  
 an obtaining module to obtain an event communicated to a communication server via an

incoming communication channel of a plurality of communication channels,  
wherein

the communication server is communicatively coupled to the plurality of  
communication channels via a plurality of channel drivers,  
the communication server is configured to instantiate a client object,

**the communication server is capable of communicating with the plurality of  
communication channels of different media types,**

a channel driver of the plurality of channel drivers is configured to instantiate a  
driver object

the driver object is configured to instantiate a service object, wherein  
the service object is specific to a first media type,

the service object is configured to communicate with the client object,  
each communication channel of the communication channels has a media type,  
at least two of the communication channels have different media types, and  
the event corresponds to a work item;

a notification module to provide a notification of the work item **to an agent** via a **single**  
user interface, wherein

the **single** user interface comprises a web browser,

**the single user interface is independent of the media type of the  
communication channel, and;**

**the single user interface is configured to enable the agent to work using the  
plurality of communication channels;**

a work item object, wherein

the work item object is associated with the work item;

a receiving module to receive an activation of the work item object, wherein

the activation of the work item object is further associated with selecting one  
communication channel of the plurality of communication channels

the work item object is activated by **an the** agent,

the activation of the work item object causes a channel driver configured to  
execute the command to be identified; and

the channel driver issues the command from the communication server to an

outgoing communication channel of the plurality of communication channels;

a first identifying module to identify one or more parameters necessary for the command, wherein

the communication server comprises the first identifying module,

the command is associated with the activation of the work item object, and

the first identifying module comprises a first accessing module for accessing a command parameter table;

a second identifying module to identify the channel driver associated with the command, wherein

the communication server comprises the second identifying module, and

the second identifying module comprises a second accessing module for accessing a command table, and

the command table specifies a command identifier and a channel driver; and

a physical computer readable medium, configured to store the computer program product.

18. (Previously Presented) The computer program product of claim 17, wherein the incoming communication channel and the outgoing communication channel are the same.

19. **(Currently Amended)** A computer program product comprising:

a notification object to provide a notification of an event communicated to a communication server via an incoming communication channel of a plurality of communication channels, wherein

the communication server is communicatively coupled to the plurality of communication channels via a plurality of channel drivers,

the communication server is configured to instantiate a client object,

**the communication server is capable of communicating with the plurality of communication channels of different media types,**

a channel driver of the plurality of channel drivers is configured to instantiate a driver object,

the driver object is configured to instantiate a service object, wherein  
the service object is specific to a first media type,  
the service object is configured to communicate with the client object,  
each communication channel of the communication channels has a media type,  
and  
at least two of the communication channels have different media types;  
a command object, wherein  
activation of the command object is associated with a command,  
the activation of the command object is received from one communication  
channel of the plurality of communication channels,  
the activation of the command object causes a channel driver configured to  
execute the command to be identified,  
the command object is activated by an agent, and  
the channel driver issues the command from the communication server to an  
outgoing communication channel of the communication channels;  
a first identifying module to identify the one or more parameters necessary for command,  
wherein  
the communication server comprises the first identifying module,  
the command is associated with the activation of the work item object, and  
the first identifying module comprises a first accessing module for accessing a  
command parameter table;  
a second identifying module to identify the channel driver associated with the command,  
wherein  
the communication server comprises the second identifying module, and  
the second identifying module comprises a second accessing module for accessing  
a command table, and  
the command table specifies a command identifier and a channel driver; and  
a physical computer readable medium, configured to store the computer program product.

20. (Previously Presented) The computer program product of claim 19 wherein the incoming communication channel and the outgoing communication channel are the same.

21. **(Currently Amended)** A computer system comprising:  
a processor;  
a display, coupled to the processor;  
computer readable medium coupled to the processor; and  
computer code, encoded in the computer readable medium,  
configured to cause the processor to communicate using at least one  
communication channel of a plurality of communication channels,  
wherein  
the processor is communicatively coupled to the plurality of  
communication channels via a plurality of channel drivers,  
a channel driver of the plurality of channel drivers is configured to  
instantiate a driver object,  
the driver object is configured to instantiate a service object, wherein  
the service object is specific to a first media type,  
the service object is configured to communicate with a client object,  
each communication channel of the communication channels has a media  
type, and  
at least two of the communication channels have different media types,  
by virtue of being configured to cause the processor to:  
obtain an event communicated to a communication server via an incoming  
communication channel of the communication channels, wherein  
the communication server is configured to instantiate the client  
object,  
**the communication server is capable of communicating with**  
**the plurality of communication channels of different**  
**media types,**



the event corresponds to a work item available via the incoming communication channel;

provide a notification of the work item **to an agent** via a **single** user interface presented on the display wherein

the **single** user interface comprises a web browser,

**the single user interface is independent of the media type of the communication channel, and**

**the single user interface is configured to enable the agent to work using the plurality of communication channels;**

receive an activation of a work item object of the **single** user interface, wherein

the work item object is associated with the work item,

the activation of the work item object is associated with selecting one communication channel of the plurality of communication channels,

the work item object is activated by **an the** agent,

the activation of the work item object causes a channel driver configured to execute a command associated with the activation of the work item object to be identified, and

the channel driver issues the command associated with the activation of the work item object to an outgoing communication channel of the communication channels;

identify one or more parameters necessary for the command associated with the activation of the work item object; wherein

the computer code configured to cause the processor to identify the one or more parameters comprises computer code to cause the processor to access a command parameter table, and

identify the channel driver associated with the command, wherein

the computer code configured to cause the processor to identify the channel driver comprises computer code to cause the processor to access a command table, and

the command table specifies a command identifier and a channel driver.

22. (Previously Presented) A computer program product comprising:  
a database comprising:
- a communication channel table comprising information regarding a communication channel;
  - a command table comprising information regarding a user interface object of a user interface wherein
    - the command table specifies a command identifier and a channel driver,
    - the user interface is used to communicate via the communication channel,
    - the user interface comprises a web browser,
    - the information regarding the user interface object comprises a command associated with activation of the user interface object, and
    - the activation of the user interface object is received from one communication channel of the plurality of communication channels;
  - a channel driver table comprising information regarding a channel driver of a plurality of channel drivers that controls the operation of the communication channel and is operable to provide an event from the communication channel to a communication server and to issue the command to the communication channel, wherein
    - the channel driver of the plurality of channel drivers is configured to instantiate a driver object,
    - the driver object is configured to instantiate a service object, wherein the service object is specific to a first media type,
    - the service object is configured to communicate with a client object, and
    - the communication server is configured to instantiate the client object;
  - an event table comprising information regarding the event; and
  - a command parameter table comprising information regarding one or more parameters necessary for the command;

and  
instructions to access the communication channel table, the command table, the channel driver table, the event table, and the command table to communicate via the communication channel; and  
a physical computer readable medium, configured to store the computer program product.

23. (Previously Presented) The computer program product of claim 22, wherein  
the communication channel table provides access to:  
a channel ID of the communication channel;  
a media type of the communication channel; and  
a configuration ID of a configuration to which the communication channel belongs.

24. (Previously Presented) The computer program product of claim 22, wherein  
the event table provides access to  
an event ID of the event;  
an event name of the event; and  
a channel driver ID of the channel driver.

25. (Previously Presented) The computer program product of claim 22, wherein  
the command table provides access to:  
a command ID of the command;  
a command name of the command; and  
a channel driver ID of the channel driver.

26. (Previously Presented) The computer program product of claim 22, wherein said channel driver table comprises:  
a channel driver ID of the channel driver;  
a media type of the communication channel;  
a file name of the channel driver; and

a media string that allows a media service associated with the channel driver to be invoked.

27. Cancelled.

28. (Previously Presented) The method of claim 1 wherein the activation of the work item object is associated with selecting from a list of a plurality of work items.

29. (Previously Presented) The method of claim 1 wherein the activation of the work item object is associated with one of a suspend work item command and a retrieve work item command.

30. (Previously Presented) The method of claim 1 wherein the activation of the work item object is associated with an initiate work item command.

31. (Previously Presented) The method of claim 1 wherein the activation of the work item object is associated with one of a blind transfer of work item command, a consultative transfer of work item command, and a conference command.

32. (**Currently Amended**) The method of claim 1 wherein the **single** user interface comprises a plurality of user interfaces, wherein each **single** user interface of the **plurality of** user interfaces is associated with an agent of a plurality of agents; and further comprising: determining one agent of the agents to be notified of the event, wherein the providing the notification comprises providing the notification to the one agent via the **single** user interface associated with the one agent.

33. (Previously Presented) The method of claim 1 further comprising: determining the command to be issued from a context of the work item object when the

work item object is activated.

34. (Previously Presented) The computer program product of claim 17, further comprising:

a causing module to cause the command to be issued to the outgoing communication channel.

35. (Previously Presented) The computer program product of claim 17, further comprising:

an assignment module to determine an assignment of an agent to the work item.

36. (Previously Presented) The computer program product of claim 22, wherein the channel driver table comprises information regarding a plurality of channel drivers.

37. (Previously Presented) The computer program product of claim 22, wherein the communication channel table comprises information regarding a plurality of communication channels.

38. (Canceled)

39. (**Currently Amended**) A computer program product comprising:  
a user interface object, wherein  
the user interface object is displayed using a **single** user interface comprising a web browser;  
a receiving module configured to receive an activation of the user interface object, wherein  
each communication channel of a plurality of communication channels has a media type,  
at least two communication channels of the communication channels have different media types,

the activation of the user interface object is received at a communication server,  
     from one communication channel of the plurality of communication  
     channels,  
 the communication server is communicatively coupled to the communication  
     channels via a plurality of channel drivers,  
 the communication server is configured to instantiate a client object,  
**the communication server is capable of communicating with the plurality of**  
**communication channels of different media types,**  
 a channel driver of the plurality of channel drivers is configured to instantiate a  
     driver object,  
 the driver object is configured to instantiate a service object, wherein  
     the service object is specific to a first media type,  
 the service object is configured to communicate with the client object,  
 the user interface object is activated by an agent,  
 the activation of the user interface object is associated with a command,  
 the activation of the user interface object causes a channel driver associated with  
     the command to be identified, wherein  
     the identifying comprises the communication server accessing a command  
     table, and  
     the command table specifies a command identifier and a channel driver;  
 an accessing module configured to access a command parameter table comprising  
     one or more parameters necessary for the command associated with the activation  
     of the user interface object;  
 a channel driver module configured to cause the channel driver to issue the command  
     from the communication server to an outgoing communication channel of the  
     communication channels; and  
 a physical computer readable medium storing the modules of the computer program  
     product.

40. (Previously Presented) The computer program product of claim 39 further comprising:

an event handling module configured to handle an event from an incoming communication channel of the communication channels.

41. (Previously Presented) The computer program product of claim 40 further comprising:

a notifying module configured to provide a notification of the event.

42. (Previously Presented) The computer program product of claim 40 further comprising:

a responding module configured to perform an event response to the event.

43. (**Currently Amended**) The computer program product of claim 39 further comprising:

a status object;

a status updating module configured to update a status of an agent using the single user interface to one of ready and not ready when the status object is activated.

44. (**Currently Amended**) The computer program product of claim 39 further comprising:

a status changing module configured to change a status of an agent using the single user interface to one of ready and not ready.

45. (Previously Presented) The computer program product of claim 39 further comprising:

an assigning module configured to assign an agent to receive a notification of an event;

and

a notifying module configured to provide the notification to the agent.

46. (**Currently Amended**) A computer program product comprising:  
a database comprising:

a command table comprising information regarding a user interface object of a single user interface used to communicate with a communication channel,

wherein

the command table specifies a command identifier and a channel driver,  
the **single** user interface comprises a web browser,

**the single user interface is independent of a media type of the  
communication channel,**

**the single user interface is configured to enable an agent to work using  
the plurality of communication channels,**

the information regarding the user interface object comprises a command  
associated with activation of the user interface object,

the activation of the user interface object is received at a communication  
server, from one communication channel of a plurality of  
communication channels, and

the communication server is communicatively coupled to the  
communication channels via a plurality of channel drivers,

the communication server is configured to instantiate a client object,

**the communication server is capable of communicating with the  
plurality of communication channels of different media types,**

a channel driver of the plurality of channel drivers is configured to  
instantiate a driver object,

the driver object is configured to instantiate a service object, wherein  
the service object is specific to a first media type,

the service object is configured to communicate with the client object;

a command parameter table, wherein

the command parameter table specifies one or more parameters necessary for a  
command;

instructions to access the command table when the **single** user interface is to display  
information related to a communication via the communication channel;

instructions to access the command parameter table;

instructions to cause a channel driver to issue the command from the communication  
server to an outgoing communication channel of the communication channels;

and



a physical computer readable medium, configured to store the computer program product.

47. (Previously Presented) The computer program product of claim 46 wherein the database further comprises:  
a communication channel table comprising information regarding the communication channel.

48. (Previously Presented) The computer program product of claim 47, wherein the communication channel table comprises information about a plurality of communication channels.

49. (Previously Presented) The computer program product of claim 48 wherein the database further comprises:  
a channel driver table comprising information about a plurality of channel drivers,  
wherein each channel driver of the channel drivers controls the operation of one communication channel of the communication channels.

50. (Previously Presented) The computer program product of claim 46 wherein the database further comprises:  
a channel driver table comprising information about a channel driver that controls the operation of the communication channel.

51. (Previously Presented) The computer program product of claim 46 wherein the database further comprises:  
a command table comprising information regarding a command sent to the communication channel.

52. (Previously Presented) The computer program product of claim 46 wherein the database further comprises:  
an event table comprising information regarding an event originating in response to a communication received from the communication channel.

53. (Previously Presented) The computer program product of claim 52 wherein the database further comprises:  
an event response table comprising information regarding an event response to be performed in response to the event.

54. (Currently Amended) A computer program product comprising:  
a database comprising:  
a command table, wherein the command table comprises information regarding a user interface object of a single user interface used to communicate via a communication channel, wherein  
the single user interface comprises a web browser,  
**the single user interface is independent of a media type of the communication channel,**  
**the single user interface is configured to enable an agent to work using a plurality of communication channels,**  
the information regarding the user interface object comprises a command associated with activation of the user interface object,  
the activation of the user interface object is received at a communication server, from one communication channel of the plurality of communication channels, **and**  
the communication server is communicatively coupled to the communication channels via a plurality of channel drivers,

the communication server is configured to instantiate a client object,  
the communication server is capable of communicating with the  
plurality of communication channels of different media types,  
a channel driver of the plurality of channel drivers is configured to  
instantiate a driver object,  
the driver object is configured to instantiate a service object, wherein  
the service object is specific to a first media type, and  
the service object is configured to communicate with the client object;  
a command parameter table, wherein  
the command parameter table specifies one or more parameters necessary  
for a command;  
a communication channel table, wherein the communication channel table  
comprises information regarding the communication channel associated  
with the user interface object;  
first instructions configured to access the command table, the command parameter table,  
and the communication channel table to communicate via the communication  
channel;  
second instructions configured to cause a channel driver to issue the command from the  
communication server to an outgoing communication channel of the  
communication channels; and  
a physical computer readable medium, configured to store the computer program product.

55. (Previously Presented) The computer program product of claim 54  
wherein  
the command table further comprises information regarding an action to be performed  
when the user interface object is activated.

56. (Previously Presented) The computer program product of claim 55  
wherein  
the action comprises issuing a command to the communication channel.

57. (Previously Presented) The computer program product of claim 55

wherein

the action comprises setting an agent status to one of ready and not ready.

58. (Previously Presented) The computer program product of claim 54 wherein  
the user interface object further comprises a notification object.

59. **(Currently Amended)** A computer program product comprising:  
a **single** user interface comprising at least one user interface object configured to be  
activated by an agent, wherein  
activation of one of the at least one user interface object is associated with issuing  
a command to one communication channel of a plurality of  
communication channels,  
the activation of the user interface object is received at a communication server,  
from the one communication channel of the plurality of communication  
channels, wherein  
the communication server is communicatively coupled to the  
communication channels via a plurality of channel drivers,  
the communication server instantiates a client object,  
**the communication server is capable of communicating with the plurality of**  
**communication channels of different media types,**  
a channel driver of the plurality of channel drivers instantiates a driver object,  
the driver object instantiates a service object wherein  
the service object is specific to a first media type,  
the service object communicates with the client object,  
each communication channel of the communication channels has a media type,  
at least two communication channels of the communication channels have  
different media types, and  
the activation causes the communication server to identify a channel driver  
configured to execute the command;  
an accessing module configured to access a command table comprising information

regarding the at least one user interface object, wherein  
the information regarding the at least one user interface object comprises a  
respective command associated with activation of each user interface  
object;  
a second accessing module configured to access a command parameter table, wherein  
the command parameter table specifies one or more parameters necessary for a  
command;  
a channel driver module configured to cause the channel driver to issue the command  
from the communication server to an outgoing communication channel of the  
communication channels; and  
a physical computer readable medium storing the computer program product.

60. (Currently Amended) The computer program product of claim 59  
wherein  
the **single** user interface is configured to communicate with a communication server, and  
the communication server causes the command to be issued to the one communication  
channel.

61. (Previously Presented) The computer program product of claim 60  
wherein  
the communication server further receives an indication of activation of the user interface  
object.

62. (Previously Presented) The computer program product of claim 59  
wherein  
the channel driver is communicatively coupled to the one communication channel to  
issue the command.

63. (Previously Presented) The computer program product of claim 59 wherein the channel driver is one of a plurality of channel drivers, wherein each channel driver of the channel drivers is associated with an associated communication channel of the plurality of communication channels.

64. (Previously Presented) The computer program product of claim 59 further comprising:

a database comprising:

a command parameter table comprising information regarding the command; and

a command table comprising information regarding the user interface object and

the command to be issued upon activation of the user interface object.

65. (**Currently Amended**) The computer program product of claim 64 wherein the database further comprises:

a configuration table comprising information regarding a configuration for a user of the single user interface, wherein the configuration determines whether the command is available to the user.

66. (Previously Presented) The computer program product of claim 64 wherein the command parameter table and the command table are accessed to cause the channel driver to issue the command.

67. (**Currently Amended**) An apparatus for communicating comprising: obtaining means for obtaining an event communicated to a communication server via an incoming communication channel of a plurality of communication channels, wherein the communication server is communicatively coupled to the communication channels via a plurality of channel drivers, the communication server instantiates a client object,

**the communication server is capable of communicating with the plurality of communication channels of different media types,**

a channel driver of the plurality of channel drivers instantiates a driver object,  
the driver object instantiates a service object wherein

the service object is specific to a first media type,  
the service object communicates with the client object,  
each communication channel of the communication channels has a media type,  
at least two communication channels of the communication channels have  
different media types, and  
the event corresponds to a work item available via the incoming communication  
channel;

notifying means for providing a notification of the work item via a **single** user interface,  
wherein

the **single** user interface comprises a web browser,

**the single user interface is independent of the media type of the communication channel, and**  
**the single user interface is configured to enable an agent to work using the plurality of communication channels;**

receiving means for receiving an activation of a work item object of the **single** user  
interface, the work item object being associated with the work item, wherein  
the activation of the work item object is associated with selecting one  
communication channel of the plurality of communication channels,  
the work item object is activated by ~~an~~ **the** agent,  
the activation of the work item object causes a channel driver configured to  
execute a command associated with the activation of the work item object  
to be identified, and  
the channel driver issues the command associated with the activation of the work  
item object from the communication server to an outgoing communication  
channel of the communication channels;

accessing means for accessing a command table comprising information regarding the  
work item object, wherein

the information regarding the work item object comprises the command associated with the activation of the work item object; and second accessing means for accessing a command parameter table, wherein the command parameter table specifies one or more parameters necessary for a command.

68. (Previously Presented) The apparatus of claim 67 wherein the incoming communication channel and the outgoing communication channel are the same.

69. (Previously Presented) The apparatus of claim 67 wherein the command is performed by the outgoing communication channel.

70. (Previously Presented) The apparatus of claim 67 wherein the notifying means comprise real-time notifying means for providing the notification in real time with the obtaining the event.

71. **(Currently Amended)** The apparatus of claim 67 wherein the notifying means comprises invoking means for invoking a notification module of the single user interface.

72. (Previously Presented) The apparatus of claim 67 wherein the activation of the work item object is associated with an accept work item command.

73. (Previously Presented) The apparatus of claim 67 wherein the activation of the work item object is associated with a release work item command.

74. (Previously Presented) The apparatus of claim 67 further comprising: sending means for sending the command to the channel driver.

75. **(Currently Amended)** The apparatus of claim 74 wherein the sending means comprise command obtaining means for obtaining the command from



the single user interface by a communication server, wherein the communication server sends the command to the channel driver.

76. (Previously Presented) The apparatus of claim 67 wherein the sending means send the command to the channel driver for the incoming communication channel if the incoming communication channel and the outgoing communication channel are the same.

77. (Cancelled)

78. (Previously Presented) The apparatus of claim 67 wherein the activation of the work item object is associated with selecting from a list of a plurality of work items.

79. (Previously Presented) The apparatus of claim 67 wherein the activation of the work item object is associated with one of a suspend work item command and a retrieve work item command.

80. (Previously Presented) The apparatus of claim 67 wherein the activation of the work item object is associated with an initiate work item command.

81. (Previously Presented) The apparatus of claim 67 wherein the activation of the work item object is associated with one of a blind transfer of work item command, a consultative transfer of work item command, and a conference command.

82. (**Currently Amended**) The apparatus of claim 67 wherein the single user interface comprises a plurality of user interfaces, wherein each single user interface of the user interfaces is associated with an agent of a plurality of agents;  
and further comprising:  
agent determining means for determining one agent of the agents to be notified of the

event, wherein the providing the notification comprises providing the notification to the one agent via the single user interface associated with the one agent.

83. (Previously Presented) The apparatus of claim 67 wherein the issuing means comprise command determining means for determining the command to be issued from a context of the work item object when the work item object is activated.

84. (Currently Amended) An apparatus comprising:  
 obtaining means for obtaining an event communicated to a communication server via an incoming communication channel of a plurality of communication channels, wherein  
 the communication server is communicatively coupled to the communication channels via a plurality of channel drivers,  
 the communication server instantiates a client object,  
the communication server is capable of communicating with the plurality of communication channels of different media types,  
 a channel driver of the plurality of channel drivers instantiates a driver object,  
 the driver object instantiates a service object wherein  
     the service object is specific to a first media type,  
 the service object communicates with the client object,  
 each communication channel of the communication channels has a media type,  
     and  
 at least two of the communication channels have different media types;  
 notifying means for providing a notification of the event to an agent via [[the]] a single user interface, wherein  
 the single user interface comprises a web browser;  
the single user interface is independent of the media type of the communication channel, and  
the single user interface is configured to enable the agent to work using the plurality of communication channels;

receiving means for receiving an activation of a command object of the single user interface, the command object being associated with a command related to the event, wherein

the activation of the command object is received from one communication channel of the plurality of communication channels,

the command object is activated by ~~an~~ the agent,

the receiving the activation causes a channel driver comprising the command to be identified, and

the channel driver issues the command from the communication server to an outgoing communication channel of the communication channels;

accessing means for accessing a command table comprising information regarding the command object, wherein

the information regarding the command object comprises the command associated with the activation of the command object; and

second accessing means for accessing a command parameter table, wherein

the command parameter table specifies one or more parameters necessary for a command.

85. **(Currently Amended)** A computer program product comprising:

obtaining instructions to obtain an event communicated to a communication server via an incoming communication channel of a plurality of communication channels,

wherein

the communication server is communicatively coupled to the communication channels via a plurality of channel drivers,

the communication server instantiates a client object,

**the communication server is capable of communicating with the plurality of communication channels of different media types,**

a channel driver of the plurality of channel drivers instantiates a driver object,

the driver object instantiates a service object wherein

the service object is specific to a first media type,

the service object communicates with the client object,

each communication channel of the communication channels has a media type,  
 at least two communication channels of the communication channels have  
     different media types, and  
 the event corresponds to a work item available via the incoming communication  
     channel;  
 notifying instructions to provide a notification of the work item to an agent via a single  
     user interface, wherein  
     the single user interface comprises a web browser;  
     the single user interface is independent of the media type of the  
         communication channel, and  
     the single user interface is configured to enable the agent to work using the  
         plurality of communication channels  
 receiving instructions to receive an activation of a work item object of the single user  
     interface, the work item object being associated with the work item, wherein  
     the activation of the work item object is associated with selecting one  
         communication channel of the plurality of communication channels,  
     the work item object is activated by ~~an~~ the agent,  
     the activation of the work item object causes a channel driver configured to  
         execute a command associated with the activation to be identified, and  
     the channel driver issues the command associated with the activation of the work  
         item object from the communication server to an outgoing communication  
         channel of the communication channels; and  
 accessing instructions to access a command table comprising information regarding the  
     work item object, wherein  
     the information regarding the work item object comprises the command  
         associated with the activation of the work item object;  
 second accessing instructions to accessing a command parameter table, wherein  
     the command parameter table specifies one or more parameters necessary for a  
         command; and  
 a computer-readable storage medium, configured to store the computer program product.

86. (Previously Presented) The computer program product of claim 85 wherein the obtaining instructions are capable of obtaining the event when the incoming communication channel and the outgoing communication channel are the same.
87. (Previously Presented) The computer program product of claim 85 wherein the command is performed by the outgoing communication channel.
88. (Previously Presented) The computer program product of claim 85 wherein the notifying instructions comprise real-time notifying instructions to provide the notification in real time with the obtaining the event.
89. (**Currently Amended**) The computer program product of claim 85 wherein the notifying instructions comprise invoking instructions to invoke a notification module of the single user interface.
90. (Previously Presented) The computer program product of claim 85 wherein the activation of the work item object is associated with an accept work item command.
91. (Previously Presented) The computer program product of claim 85 wherein the activation of the work item object is associated with a release work item command.
92. (Previously Presented) The computer program product of claim 85 further comprising:  
sending instructions for sending the command to the channel driver.
93. (**Currently Amended**) The computer program product of claim 85 the sending instructions further comprise command obtaining instructions for the

command from the single user interface by a communication server, wherein the communication server sends the command to the channel driver.

94. (Previously Presented) The computer program product of claim 85 further comprising:

sending instructions for sending the command to the channel driver for the incoming communication channel if the incoming communication channel and the outgoing communication channel are the same.

95. (Previously Presented) The method of claim 13 wherein the activation of the command object is associated with selecting one communication channel of the plurality of communication channels.

96. (Previously Presented) The method of claim 13 wherein the activation of the command object is associated with selecting from a list of a plurality of work items.

97. (Previously Presented) The method of claim 13 wherein the activation of the command object is associated with one of a suspend work item command and a retrieve work item command.

98. (Previously Presented) The method of claim 13 wherein the activation of the command object is associated with an initiate work item command.

99. (Previously Presented) The method of claim 13 wherein the activation of the command object is associated with one of a blind transfer of work item command, a consultative transfer of work item command, and a conference command.

100. (**Currently Amended**) The method of claim 13 wherein the single user interface comprises a plurality of user interfaces, wherein each single user interface of the user interfaces is associated with an agent of a

plurality of agents;  
and further comprising:  
determining one agent of the agents to be notified of the event, wherein the providing the notification comprises providing the notification to the one agent via the single user interface associated with the one agent.

101. (Previously Presented) The method of claim 13 further comprising:  
determining the command to be issued from a context of the command object when the command object is activated.